



U.S. AIR FORCE

e-Publishing Customer Service Desk

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Integrity - Service - Excellence

Good Morning e-Publishing this is Shatia...





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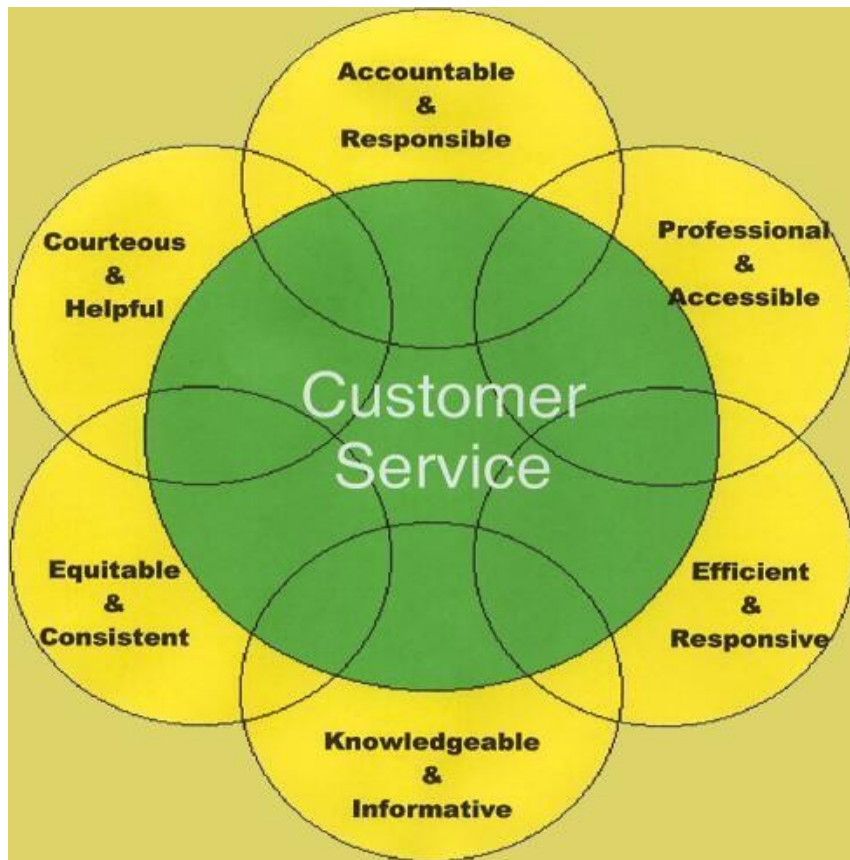
e-Publishing Customer Service Des

The e-Publishing Service Desk provides support ranging from problems with locating products on the web site to installing IMT Software, provides assistance with all official Air Force publishing products.



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e-Publishing Customer Service Desk



Commit to Quality Service

Try to Resolve Issues with
One Call/Email

Provide Accurate
Information

Attempt to Respond in a
Timely Manner

We Smile Through the
Phone

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e-Publishing Customer Service Desk

- There are four members in the e-Publishing Customer Service Desk
- Receive approximately 2,200 inquiries per month
- Receive more e-mails than telephone calls





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Licensing IMTs/Forms

- Receive 25 Licensing Inquiries per day
 - e-mails may contain 1 – 15 IMTs
- Ensure that IMTs are formatted correctly
 - #1 Mistake is wrong Naming Convention (123 AW IMT 3, YYYYMMDD, V#)
- Forward IMTs for posting the the e-Publishing Website
 - Metadata must be included to complete this step. (We recommend using the Metadata Tool to ensure the fastest possible turnaround)

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e-Publishing Website

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Address http://www.e-publishing.af.mil/ Go Links >>

Air Force Publishing

THE OFFICIAL SOURCE SITE FOR AIR FORCE ADMINISTRATIVE PUBLICATIONS AND INFORMATION MANAGEMENT TOOLS

PRODUCT SEARCH: Short Title Long Title: Advanced Search

MASTER CATALOG | ELECTRONIC PUBLICATIONS | INFORMATION MANAGEMENT TOOLS / FORMS | PHYSICAL PRODUCTS | OBSOLETE PRODUCTS

SERVICES

- On-Line Ordering
- Product Subscription
- Product Announcements
- Publishing Extranet
- AFEPL CD-ROM

PROGRAMS

- Content Management System
- Information Management Tool

TOOLS

- Designer's Corner
- IMT Object Library
- Publishing Tools

RESOURCES

- Conferences
- DAPS Print On Demand
- DoD Publishing Sites
- Other Publishing Sites
- Policy and Standards

SUPPORT

- Frequently Asked Questions
- Technical Support
- Customer Service
- Help
- Site Guide

Providing publishing products and services for administrative publications and for information management tools (IMTs) to Air Force customers world-wide

E-PUBLISHING ALERTS

- IMT Software Updates
- Updated On-line Ordering and Product Subscription

ITEMS OF INTEREST

- Product Announcement 05
- NEW IC Incorporation Posted
- NEW AF1206 IMT V5
- Sign Up for e-Alerts!

QUICK LINKS

- Download IMT Viewer 6.0.1
- Frequently Used Products
- USAF Publications 36 Series
- USAF IMTs (Forms) 900 - 999 1200 - 1299
- Quick Search:
- Quick Links---

FIRST-TIME VISITORS

- Help Locating Products
- Using e-Publishing
- Site Guide
- Provide Feedback

Privacy and Security Notice / Notice and Consent Procedures

Contact Web Master Report a Website Outage TOP

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Helpful Hints

- The Designers Corner periodically posts updates and new objects
- If you know what your looking for use the short/long title search
- If you don't know the title, Google is a great place to go to search using the subject and AFI/AF/etc.
- If it's not on our site try Google or "Other Publishing Sites" (located under Resources)
- Make sure you are signed up for e-Alerts



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More Helpful Hints

- Check FAQ section of the e-Publishing website
- The phones are less busy from 7 am - 8 am and 3 pm - 5 pm eastern standard time
- If you need an IMT expedited, please put ASAP in the subject line, not the body of the message
- If you have a designer question provide an example or call
- Make sure that Government/Military personnel request APIs



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Questions?